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Bib Data Sheet

<b>SERIAL NUMBER</b> 09/575,710	<b>FILING DATE</b> 07/25/2000 <b>RULE</b> -	<b>CLASS</b> 709	<b>GROUP ART UNIT</b> 2756 2141	<b>ATTORNEY DOCKET NO.</b> 5244-0130-2
<b>APPLICANTS</b> Tetsuro Motoyama, Cupertino, CA ; Avery Fong, Castro Valley, CA ;  <b>** CONTINUING DATA *****</b> NONE TOS <b>** FOREIGN APPLICATIONS *****</b> NONE TOS <b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 09/29/2000</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and <i>Allowance</i> Acknowledged <i>TOS</i> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 17	<b>TOTAL CLAIMS</b> 30
			<b>INDEPENDENT CLAIMS</b> 3	
<b>ADDRESS</b> Michael R Casey Oblon Spivak McClelland Maier & Neustadt PC Fourth Floor 1755 Jefferson Davis Highway Arlington, VA 22202				
<b>TITLE</b> Method and system for diagnosing, collecting information and servicing a remote system				
<b>FILING FEE RECEIVED</b> 870	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:			
<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit				